

Anna Wilson Veterinary Physiotherapy Terms and Conditions

Revised 1st March 2022

Please read the Terms and Conditions prior to your appointment and by booking an appointment with Anna Wilson Veterinary Physiotherapy you agree to the following:

Anna Wilson Veterinary Physiotherapy is a fully qualified, insured veterinary physiotherapist and hydrotherapist and member of IRVAP and RAMP. I understand that the therapist will make decisions in regards to my animal's welfare based on their professional judgement as they see fit.

Whilst every care is taken in the provision of treatment and the care and maintenance of the water and equipment used, all dogs attending and undergoing treatment, do so entirely at their owners' risk.

Please make yourself aware of the relevant health and safety requirements both in and outside of the clinic. It is your responsibility to ensure that all instructions are followed.

Winter/ Spring Terms and Conditions for Anna Wilson Veterinary Physiotherapy:

- Do **NOT** attend the clinic if you:
 - ◆ Display any symptoms of unwell feeling, this includes, headaches, temperature, sore throat, a cough, loss of taste and/or smell, feel lethargic etc.
 - ◆ Have been advised to have a Covid-19 test/ are awaiting your test / await your results/ have tested positive.
 - ◆ Have come into contact with someone with any symptoms or live with someone who have been told to isolate / have a Covid-19 test / awaiting test results / tested positive.
- It is advisable for you to wear a mask in the vicinity of the clinic. If you enter the drop off area, again masks are advisable. If you are asked to enter the clinic, masks are mandatory. This does not effect your rights, as treatments can be offered in this instance on a zero contact basis. At this time all appointments are on a zero contact basis unless otherwise specified. You do not need to wear a mask whilst you sit in your car to discuss your dog.

Arriving at Broadway Stables, please proceed as follows:

1. The driveway is the second on the **LEFT**, as you enter Eastland Gate, with the white metal gate.

2. The gate will be closed, however it is unlocked (if you are first appointment of the day, the gate will be unlocked 10 minutes before your appointment time). Please open, drive through and close this behind you.
3. Continue up the driveway to the top car park, turn around and drive down to the parking area opposite the hydrotherapy clinic and park facing the A-Frame, next to the hedge. (Please park down nearer the A-frame to allow us to communicate).
4. Please only exit the car to toilet your dog (please do not walk your dog up the driveway, keep to the bottom part of the driveway, by the clinic).
5. I will come out to talk with you about your dog, at which time you can drop your dog off in the fenced drop off area. If you are arriving for your first appointment, please wait in your car, as we will talk for the first portion of the appointment before I ask for you to drop your dog off.
6. Once you have dropped your dog off, you can return to your car. Please stay on site for the duration of the appointment.
7. Following treatment, I will return your dog to the drop off area and signal to you to collect your dog at which time I will also give you any feedback.
8. There is hand sanitiser positioned on the fence, please use this each time you enter/ exit the fenced area.
9. As you leave, please ensure the white metal gate is closed behind you, with no exception. Thank you.

Additional Information

- Important: Please only arrive up to 10 minutes ahead of your appointment time. The gate is programmed to open 10 minutes before your appointment time. Should you arrive early and a car is parked opposite the clinic, please wait in your car up in the top car park. Please do not exit your car to toilet your dog until you park down by the clinic.
- Payment: strictly via bank transfer prior to your appointment. Cash will only be accepted in the correct amount and in an envelope or bag and placed in the black bucket outside the clinic. I will not be able to supply change or credit.
- Please do not knock the door or windows upon arrival, I will be aware of your arrival. Nor attempt to open the clinic door.
- Please stay in your car for the duration of your dogs treatment.
- No smoking or vaping is permitted on the premises.
- At this time, no accompanying dogs are allowed out of the owners vehicles.

You agree too:

- The appointment to be undertaken by the therapist without the owner or a representative of the owner, being present within the clinic.

- Leave your dog within the safe drop off area, taking your lead and leaving a collar on your dog. To ensure the gate is closed safely after you exit the area and allow the therapist to be able to collect your dog safely.
- That the therapist is allowed to disinfect the collar that you leave on your dog, to prevent cross contamination.
- Pay by bank transfer in advance of your appointment. If you do not have online banking, then correct cash can be left within a sealed envelope or bag and left in the black bucket provided. Late payments will incur an additional fee of £5 per reminder.
- Agree to any updates regarding COVID-19 or other protocols, as implemented by AWVP.

It is your responsibility to:

- Bring a towel and/or a drying coat for you to dry your dog post session. Your dog will be leaving the hydrotherapy clinic damp and it is your responsibility to ensure that they do not get a chill, especially if you are using air conditioning within your vehicle on your journey home.
- Keep your dog on-lead at ALL times and clean up fully, after your dog, should they toilet on the premises. Dog waste in bags, can be disposed of in the bucket outside the drop off area. Please refrain from touching the bucket.
- Supply suitable food for your dogs treatment session, if they have any dietary requirements. Alternatively, I will be using sausages or gravy bones for treats during all appointments. You can hand any treats to the therapist before the session.

Terms and Conditions Continued...

CANCELLATIONS: If an appointment is cancelled within 48hrs of the appointment time, a full appointment fee is payable, unless the appointment time can be filled, then no fee is payable. Please give us as much notice as possible for any cancellations to avoid a fee being charged. In the event of a no show the full appointment fee will be charged.

To cancel please call 07780 601688, if no answer please leave a clear voicemail message, alternatively you can email your cancellation to info@awvetphysio.co.uk (NB: text messages will not be accepted as a form of cancellation.)

- All dogs must have a veterinary referral before we can commence treatment.
- We reserve the right to refuse treatment to any animal at any time.

- All dogs must have a full current vaccination certificate or titre test to receive treatment.
- All treatment is to be paid for at the time of the sessions via cash or card payment.
- Any accompanying dogs should be up to date with their vaccinations/ titre test and we will need to see the vaccination records.
- Dogs with infectious or contagious (including zoonotic) cannot be swam, please ensure that any sessions are cancelled with at least 48 hours notice. If you are in any doubt ring the centre to save a wasted journey. This also includes bitches in season. Unfortunately cancellations made within the 48hr cancellation policy, that cannot be filled, will still be subject to the full appointment fee. Please see the cancellation policy above.
- Appointments cancelled due to covid symptoms/ awaiting a test or results/ self-isolation, will still be subject to the 48hr cancellation policy. Please see the cancellation policy above.

It is your responsibility as the owner to:

- Please ensure that your dog has not been fed or exercised for at least 2 hours before your appointment.
- If your dog is on any medication, please notify the clinic and also please ensure that your appointment time does not clash with the times of any medication. This also includes any changes in your dogs health, please notify the clinic as soon as possible.
- Ensure that your dog has toileted before attending their appointment, as defecation in the treadmill will incur an extra charge of £100 in addition to the normal session charge. Defecation anywhere else within the clinic, that may result in cancellation of following appointments, will incur a £50 fee in addition to the normal session charge. Such incidents are highly likely to result in the facilities closing for a period of time whilst the water, treadmill and clinic is decontaminated and disinfected before the next dog can use it. This may be for the rest of the day resulting in loss of business.
- Ensure that you act responsibly as a dog owner and clean up any mess they make, especially faeces, which must be bagged and deposited into the open bin provided outside the clinic.
- Ensure that all dogs are kept on a lead and under proper control at all times.
- Ensure that suitable footwear and clothing is worn when attending the clinic. We respectfully request that: If it is necessary for children to come with you, they must remain with an accompanying adult at all times for their safety and they should adhere to any instructions given by therapy staff. (Subject to Covid-19 protocols above).

- Anna Wilson Veterinary Physiotherapy cannot be held responsible for any loss or damage to any vehicle, persons or personal property whilst on the premises.
- Anna Wilson Veterinary Physiotherapy reserves the right to use any still or video photography taken during treatment sessions as it requires (this may include promotional literature/facebook etc). If you do not wish images of your pet used please notify me via email: info@awvetphysio.co.uk
- Owners should seek permission before taking any still photography (usually granted); video photography is only granted on an individual case basis.

Should you wish to discuss any of these matters, please email: info@awvetphysio.co.uk

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